



North Louisiana

Orthopaedic & Sports Medicine Clinic

Experience You Can Trust Since 1951

NOTICE OF NON-DISCRIMINATION

North Louisiana Orthopaedic & Sports Medicine Clinic complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. North Louisiana Orthopaedic & Sports Medicine Clinic does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

North Louisiana Orthopaedic & Sports Medicine Clinic:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, and other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Connie Drake, Compliance Officer.

If you believe that North Louisiana Orthopaedic & Sports Medicine Clinic has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

- North Louisiana Orthopaedic & Sports Medicine Clinic Compliance Officer
- Mailing address:
1501 Louisville Avenue
Monroe, LA 71201
- Telephone number: (318) 323-8451
- Fax number: (318) 361-2613
- Email: cdrake@tocnla.com

You can file a grievance in person or by mail, phone, or email. If you need help filing a grievance, our Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TTD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.